

## Cross-Cultural Awareness

### INTRODUCTION

To enable participants to recognise cultural diversity in ways that can enhance working relationships and increase personal effectiveness.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Understand** key concepts in the debate about cultural issues
- **Increase** their own self-awareness
- **Handle** “difference” with sensitivity
- **Use and leverage** “difference” for enhanced communication and better outcomes at work
- **Build** positive cross-cultural relationships
- **‘Flex’** their communication style appropriately, taking responsibility to understand and be understood
- **Understand** and explore cultural stereotypes and themes openly and honestly
- **Create** an action plan for themselves and their team/department/organisation

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

Icebreaker & warm up exercise

What is cross-cultural awareness

Unpack terminology

Understanding “difference”

Cultural creativity: how do we foster it

Pitfalls of a mono-cultural approach

Examining attitudes, values, assumptions, stereotypes and inter-continental cultural themes

Organisational/individual/team culture: which one?

What do we need to do and be our best?

Action plan for raising cross-cultural skills

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